Go explore

A guide to your V+ HD Box

Virgin media

keep up

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Say hello to entertainment in glorious high definition.

Get ready for all your favourite channels, plus over 4,600 hours of TV, music and movies at the touch of a button with Catch Up TV and TV On Demand.

Your V+ HD Box lets you pause and rewind live TV just like a DVD, and you can even record two channels while you watch a third.

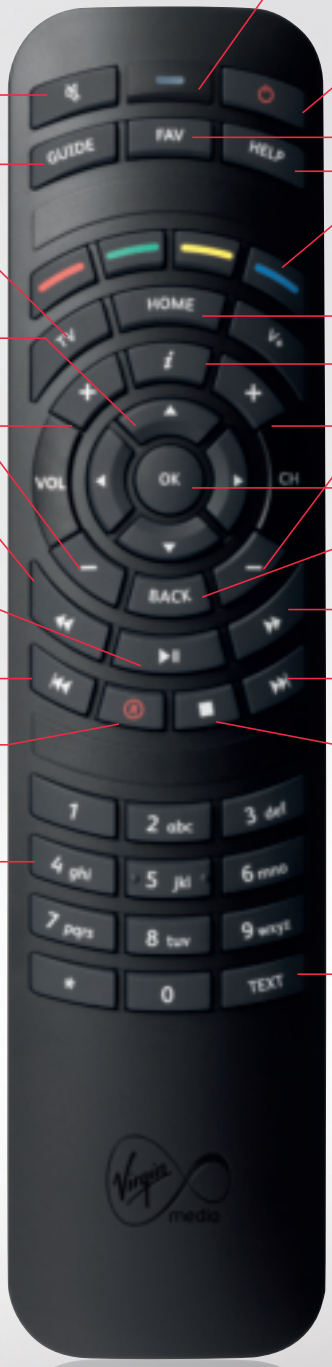
If you've got an HD TV, this is exactly what it's been waiting for.

Your remote

Choose what you want to watch, how you want to watch it, and more. Just push the button.

Use one remote, not two

You can programme the volume keys on your V+ HD Box remote to control your TV sound. To find out how to do this, press HOME, select **Help & Info**, choose **Virgin TV** and then **Remote Control Features**. Or, for online help, go to **virginmedia.com/help** and select **TV**.



Illuminates when you push a button. If it flashes orange, the batteries are low

Standby

Takes you to your favourites menu

Offers help for the screen you're on

The coloured keys are shortcuts to help you navigate faster, including the all important red button. See page 14

Takes you to the TV Home page

Tells you more about the programme selected or currently being watched

Changes channel up or down

Selects an option

Returns to the previous menu or channel

Fast forward while watching live TV, recordings and TV On Demand

Skips forward 30 seconds

Finish watching a recording, TV On Demand or Catch Up TV

Not currently in use

Turns sound on and off

Opens and closes the Mini Guide

Press to watch live TV and display the Mini Guide

The arrow keys let you navigate the TV Guide and menus

Turns volume up or down

Rewind while watching live TV, recordings and TV On Demand

Play or pause live TV, recordings and TV On Demand

Skips back 30 seconds

Records the current or selected program

Use numbers to change channel and make menu selections

Get started

Can't get enough TV, movies and music? Then you're in the right place. Your V+ HD Box gives you all the entertainment you can handle, while putting you in control of what you watch and when you watch it.

How do you want to watch?

With your V+ HD Box, you get three ways to enjoy your favourite TV.

1. You can watch it live with a range of top channels, including loads in crystal clear HD.
2. You can take your pick from our massive library of shows, movies and music on TV On Demand – all starting when you say so.
3. And you can also pause and rewind live TV. Or even record shows to watch later. So you won't miss a thing.

Ready?

Your Smart Card lets you receive your TV service. Our expert installer will take care of this for you.

To get started, switch on your TV and then:

1. Turn on your V+ HD Box by pressing ⏻ on your remote or on the set top box itself. If you still don't have a picture, switch your TV to the AV or HD channel tuned into Virgin TV. Your TV's user guide will show you how.
2. Press HOME to start browsing the main menu.
3. Use the ▲, ▼, ◀ and ▶ buttons to scroll through the menu options. Press OK to select an option. You can also use the number keys as a shortcut.

Get going in HD

If you've got an HD ready TV, you'll be in a new world of crystal clear images and sounds from the moment we connect you.

And if you get an HD TV at a later date? Just turn to page 18 to find out how to get set up.

Need a hand?

It'll take you no time to get the hang of it. But if you get lost, just press HOME to start browsing from the main menu again.

What's on?

We've got all your favourite channels to choose from, including loads in the latest super sharp HD. Plus, you can pause and rewind them, just like a DVD.

Watching live TV

Live TV is anything that's being broadcast live on any channel, right now. Choose from full listings with the TV Guide, a quick look at what's on now or later in the Mini Guide, or create your own TV Guide with Favourites.

TV Guide

Get a complete picture of what's on and when, with a list of all the channels available. Channels that you aren't subscribed to will appear in grey.

1. Press HOME
2. Select **TV Guide**.
3. Press ▲, ▼, ◀, ▶ to scroll through the menu and OK to select an option.
4. Press i for more information on each show. Press it again or OK to make it disappear.
5. Press ▬ or ▬ to move up or down entire pages.

Mini Guide

A mini version of the TV Guide, so you can see what's on now and later – without channel hopping.

1. The Mini Guide appears every time you change channel. Or you can press TV to open or close it.
2. Press ◀ and ▶ to see what's on other channels.
3. Press ▲ and ▼ to see what programmes are coming up later.
4. Get more info about a show by pressing i
5. Press OK to start watching a programme that's on now.
6. If the show's on later, press OK to set a reminder. Then choose from a simple alert or a reminder that automatically changes channel for you when the programme starts.

Create your own TV guide

Create a list of your favourite channels, so you only view the schedules you're interested in. You can then go straight to the TV you want to watch without scrolling through all the listings.

Set up or edit your favourite channels:

1. Press HOME
2. Select **Settings**.
3. Select **Set Your Favourite Channels**.
4. Choose your favourite channels and press OK to add or remove them.

Watching your favourite channels:

1. Press FAV (or ▬ if you're in the Mini Guide).
2. Press ▲, ▼, ◀ and ▶ to scroll through the options.
3. Press OK to jump straight to that channel.

Pausing and rewinding live TV

Missed a bit? Fancy a cup of tea? No problem.

1. Press ▶II to pause and restart the action.
2. Press ◀◀ to go back.
3. Press ▶▶ to catch up with the live TV.
4. Press ■ to go back to live TV.

When you pause or rewind live TV, a timer will appear to show you how far behind the live broadcast you are.

Subtitles

Get a text version of your show's dialogue.

1. Select **Settings** on the Home screen.
2. Choose **Change Display & Audio Settings**.
3. Select **Subtitles**.
4. Set subtitles as **On** or **Off**.
5. Press OK to save and close.

Recording

We're here to connect you to a world of brilliant entertainment, so we don't want you to miss out when you've got other plans.

Record what's on now

Easy. This is how you do it.

1. Press ® on your remote to record the channel you're watching.
2. The Mini Guide will appear with the programme highlighted in red, so you know it's recording.
3. Stop recording by pressing ® again.

Record shows that are on later

Planning ahead is really simple too.

1. Select a programme from the TV Guide.
2. Press ® on your remote.

Record a whole series

You don't need to remember to set your V+ HD Box every week – just set it to record automatically.

1. Select a programme from the TV Guide.
2. Press ▬ to record the whole series.

Manual recording

Set your V+ HD Box to start and finish recording at the times you choose.

1. Press V+ on your remote.
2. Select **Set New Recording**.
3. Choose **Set Manual Recording**.
4. Use ▲ and ▼ to select a date, start time, end time and channel.
5. Use ◀ and ▶ or the number keys to make changes.
6. Press OK to save and confirm your recording.

You can extend recording times too. Select **V+ Extras** from the V+ menu and choose **Extend Recordings**.

Checking your recordings

If you ever need to check what recordings you've set up:

1. Press V+ on your remote.
2. Select **Planned Recordings**.
3. Choose either **Planned Programmes** or **Planned Series**. Planned Programmes are listed by date and time. Planned series are listed in the order you added them.
4. Highlight a programme and press ® to cancel it.

Recording clashes

Your V+ HD Box can record two programmes while you watch a third. If you try to record more than two, a pop up screen will let you know there's a recording clash.

Watching back

And this is what it's all about.

1. Press V+ on your remote.
2. Select **Recorded Programmes**.
3. You can find your recorded programmes by selecting **Recordings by A-Z**, **Recordings by Date, Recordings by Series**.
4. Press OK to start recording.
5. Press to delete the programme.

Storage space

Your V+ HD Box has space for 80 hours of standard shows or about 20 hours of HD. The memory indicator on the V+ menu shows you how much memory you have left.

Deleting

With so much to explore, you might find yourself in need of a clearout. So we've made it easy for you to get rid of the shows you don't need anymore.

Delete programmes or series yourself

Press V+, select **Recorded Programmes**, select the show you'd like to delete and press

Let your V+ HD Box delete them automatically

When your memory starts getting full, Auto Delete will make room by deleting the oldest watched programme first and, if more space is needed, it'll then delete the oldest unwatched programmes next.

To set up Auto Delete, press V+, select **V+ Extras**, choose **Auto Delete** and press OK

Choose Auto Delete with an alert

Just like Auto Delete, except you'll get an alert before anything is deleted.

To set this up, press V+, select **V+ Extras**, choose **Auto Delete with Alert and press** OK

Copy programmes to your VCR or DVD recorder

1. To do this, press V+, select **V+ Extras**, choose **Copy to VCR/DVD**.
2. Highlight the shows you'd like to record and press OK to select them. These will appear on the right of the screen. Press once you're done.
3. Make sure your VCR or DVD recorder is connected to your V+ HD Box by the scart lead (the connection is marked VCR or VCR/DVD).
4. Put your VCR or DVD recorder into record and press OK on your V+ HD Box remote.
5. While the shows are being copied, you'll see a red bar showing your recording progress and the shows are locked so they can't be deleted.
6. If you need to change tapes or discs, press to pause and restart the recording.
7. Press to stop copying.

Catch Up TV & TV On Demand

With TV On Demand, you get to watch exactly what you want, when you want. And we give you Catch Up TV too, because we know what it's like to miss your favourite show.

Catch Up TV

Un-miss your favourites, such as Corrie, EastEnders or The Apprentice. With Catch Up TV you'll find a pick of the last seven days' TV, saved to watch at a time that suits you.

There's BBC iPlayer, ITV Net Player, 4oD and Demand 5. And we're the only ones to offer them all in one place and on your TV.

Who gets it?

Everyone. It doesn't cost a penny extra and you'll wonder what you ever did without it.

Movies On Demand

Bring the big screen to your smaller screen with a constantly updated line up of over 500 films available at the touch of a button with FilmFlex. There are up to 20 new movies every week, and loads available the same day the DVDs hit the shops.

And, if you're a real film buff, you'll love PictureBox. You get unlimited access to a great selection of up to 28 blockbusting movies and cinema classics every month. Most of them are even in HD.

Who gets it?

Anyone can pick a movie from FilmFlex at any time from just £1.50 a go, to watch as many times as you like within 48 hours. There are loads of HD and 3D titles to choose from too. PictureBox is available to everyone for just £5 a month*. To sign up, just give our team a call and we'll get you set up right away.

Music On Demand

Turn your TV on to over 3,000 music videos, plus gigs, concerts and playlists, cued up and ready to start when you are. Fancy joining in? Then do your worst with the karaoke option.

Who gets it?

It's all included with TV XL or for a small price per video with TV M, M+ or L.

*You have to keep your PictureBox subscription for at least 30 days.

TV Choice

From cop shows to kids' shows and everything in between, TV Choice is like a giant DVD library with thousands of series to choose from. So, once you find a show you love, you can watch each episode back to back.

Here are just a few of the channels available in TV Choice.

Who gets it?

It's all completely free to XL TV customers. TV L customers get a selection of over 700 hours of shows from some of our top channels.

How to watch Catch Up TV or TV On Demand

1. Press HOME on your remote.
2. Use ▲ and ▼ to scroll the menu and select either Catch Up TV, Movies On Demand or Music On Demand.
3. Follow the steps to start watching.

Pausing and rewinding

Once you begin, you can pause, rewind and fast forward, just like you would with a DVD:

1. Press ▶II to hold what you're watching.
2. Press ▶II again to carry on viewing.
3. Press ◀◀ to go back.
4. Press ▶▶ to skip forward.
5. Press ■ to exit On Demand or Catch Up TV.

Red button and interactive services

In a world full of apps, it's no surprise that you can enjoy great games, news and services on your V+ HD Box. Get stuck in.

Play games, access local news or even do a little shopping – all you have to do to get started is press HOME

Access to the interactive area is completely free, as is a lot of the content, but if you do have to pay for any extras we'll always tell you up front before you go ahead. You'll pay for these bits through your monthly Virgin Media bill or, in some cases, directly and securely using your credit card.

Push the red button

Press whenever you see the on screen prompt to go interactive. It won't cost you a penny to browse our menu of great interactive services and, if there's a charge for any of them, it'll be clearly shown.

You may want to set a PIN to protect certain interactive areas, like Games, Voting, Chat and Mobile content. To find out how to set Parental Controls and change your PIN, turn to page 16.

tv
INTERACTIVE
16:09 Fri 17 Sep
Use arrows to navigate, then press OK
For television press TV
1 Games
2 News & Info
3 TV Extras
4 Sport & Betting
5 Your Community
6 Email & Chat
7 Shopping
Virgin media
VIRGIN MEDIA
Virgin TV: the best place for HD movies
Sky Movies HD, Film4 HD, PictureBox and FilmFlex
Press

Parental Controls

Not everything that's on will be suitable for all the family. Parental Controls can fix that.

Parental Controls

If you've got kids in the house, there might be certain channels and shows that you don't want them to watch. That's where your PIN comes in.

Remember to change your PIN as soon as your V+ HD Box is set up. A PIN is always needed to watch:

- Programmes rated 12, before 8pm.
- Programmes rated 15, before 9pm.
- Programmes rated 18, before 10pm.
- A channel you've chosen to lock.
- Any adult channel.

Protecting your PIN

It is important that you keep your PIN safe and don't give it to children.

Set or Change your PIN

1. Press HOME
2. Select **Settings**.
3. Select **Change Your PIN**.
4. When your V+ HD Box is installed, the PIN is automatically set to 1234. Just tap in your old or default PIN twice, then set your new one.

Setting your Parental Controls

1. Press HOME or GUIDE
2. Select **Settings**.
3. Select **Parental Control Settings**.
4. Tap in your PIN.
5. Follow the on-screen options and Press OK to save and return to the **Settings** menu.

Locking and blocking channels

If you lock a channel, you'll always need a PIN to watch it. You can lock or unlock as many channels as you like.

1. Press HOME
2. Select **Settings**.
3. Select **Locked Channels**.
4. Tap in your PIN.
5. Highlight and press OK to lock/unlock channels. Pressing yellow blocks all adult channels.
6. Press BACK to keep your changes and exit.

Setting up your HD TV

Got an HD TV? Then our installers will connect you so you can start watching HD shows and movies straight away.

Getting the right connection lead

If we connect your V+ HD Box to a standard TV, but you decide to switch to a new HD TV later, there's nothing to worry about. All you need is an HD connection lead.

1. Check your TV manual – you'll need either an HDMI and DVI connection lead.
2. Most new TVs use an HDMI lead. If yours does, you can buy one from us by calling the number at the back of this guide.
3. If your TV needs a DVI lead, you can easily pick one up at any electrical shop.

Connecting your HD TV

Once you've got the right lead, just follow these steps to get connected.

1. Unplug your V+ HD Box and TV at the mains socket.
2. Connect the V+ HD Box to the TV using your new HD lead and switch everything back on. Change your TV's AV input to the HDMI input that you just plugged the lead into, connecting your V+ HD Box to your TV.
3. When the V+ HD Box displays the words 'Live TV' on the front panel, press HOME on your remote.
4. Choose **Settings** from the menu, then **Change Display & Audio Settings**.
5. Select **TV display format** and choose **HiDef HDMI**.
6. Select **V+ HD Box HiDef output setting**. We show our programmes in 1080, but you may want to try 720 to see what looks best on your TV.

7. Press OK to save your settings.

8. A pop up screen will appear – press OK to test your settings.

9. If you see the message 'Press text to confirm your High Definition settings are correct' press TEXT to save the setting.

If you don't get a confirmation message, this may be because:

The cables are in the wrong sockets, faulty or not connected properly.

The TV doesn't support the selected mode, needs its settings changing or is faulty.

There could be an incompatibility between your TV and V+ HD Box.

You may have selected the wrong HDMI input on your TV. Check which socket on the TV you plugged it in to and make sure you select this input to watch using your TV remote.

Need some help?

Give us a call on the number in the back of this guide.

Troubleshooting

Need some help? If it's a common problem, the answer may be close at hand.

We're here to help

Here are some frequently asked questions to help you with your TV service.

You can also get help 24/7 via your V+ HD Box. To get there, press HOME select **Help & Info**, select **Virgin TV**, select **Got a Problem?** And then **Fix It Assistant**.

Is the box frozen or failing to load?

If your V+ HD Box feels hot, it may have overheated. Make sure there are no other devices on top of it, turn it off and wait until it feels cool to the touch before trying again.

No picture and/or sound?

This can be caused by a loose lead between the V+ HD Box and your TV. Check that both ends are plugged in tightly. Also check that the button isn't on.

PIN won't work?

We've known times where other people in the household have changed the PIN and forgotten to tell anyone else. So, first of all, just check that nobody else has reset or changed it. Otherwise, you'll find a number on the back of this guide that you can call for help with your PIN.

Remote control misbehaving?

We have three possible explanations:

1. The most common cause is that the remote's batteries are flat.
2. It's possible that something might be in the way of the remote and your V+ HD Box and it's blocking the infrared signal.
3. Energy-saving bulbs have also been known to reflect the infrared signal. To avoid this, you may have to adjust the angle of your V+ HD Box.

V+ HD Box changing channel by itself?

Has a reminder been set by someone else (see page 06), so the V+ HD Box changes channel automatically? It's also worth checking that the remote buttons aren't stuck.

Help! I've lost my remote. What can I do?

No problem, you can buy another one by calling the number on the back of this guide, meanwhile, use the buttons on the V+ HD Box.

Picture gone funny?

If the picture appears blue, green or red, your SCART lead may be loose. Check that both ends are plugged in tightly.

How do I reboot my V+ HD Box?

If you need to reboot your set top box, especially it if seems to have frozen, simply press and hold the ⏻ button on the front panel of your set top box, until you see the word "Stop" on the front panel.

How do I set my Virgin Media remote control to control my TV volume?

1. Press HOME
2. Select **Help & Info**.
3. Select **Virgin TV**.
4. Select **Help with your Remote Control**.
5. Follow the on-screen instructions.

Can I have Virgin TV in more than one room at home?

Yes, you can have up to three set top boxes. Visit **virginmedia.com/help** and select **TV**.

Can my Virgin TV service be moved from one room to another?

Yes, we can send an engineer around to move your cable connection for a small charge.

What happens if I move house?

We can check if your new home can get Virgin Media services. Just visit **virginmedia.com/TV** and enter your new postcode.

Do I need an analogue aerial?

No, we deliver your services through cable instead.

Is your Virgin TV service not working as it should?

Our TV Care tool on your TV is good for solving some problems.

Press HOME on your remote.

Select **Help & Info**.

Select **Virgin TV**.

Select **Got a Problem**.

Then choose **Fix It Assistant**.

Care & safety

Your V+ HD Box fully complies with international safety standards, which is always good to know.

Here are a few simple guidelines to looking after your V+ HD Box and avoiding accidents.

Care

Put your V+ HD Box somewhere well ventilated – not anywhere too damp, cold or hot.

Make sure there are no vases or drinks left where they can spill onto the V+ HD Box.

Make sure nothing is covering the top of the V+ HD Box.

Safety

Only connect your V+ HD Box to the mains using the lead and power supply provided. Connect all the leads between your V+ HD Box and your TV, DVD player or similar equipment before switching on your V+ HD Box.

Switch the power off and unplug your V+ HD Box before disconnecting any equipment from it.

Never remove the top of your V+ HD Box.

Make sure all electrical connections are secure. If you're worried about any of the leads, connections or plugs, get in touch with a qualified electrician.

Press HELP on your remote control for more advice. If you have any questions or need a hand, just visit our online Help & Support area at **virginmedia.com/help** and select **TV**.

Need some help?

From your TV:
Press HOME, go to **Help & Info**, select **Virgin TV**

Online:
Visit **virginmedia.com/help** and select **TV**

On the phone:
Call us on 150 from your Virgin Media home phone or on 0345 454 1111* from any other phone.

* For details of how much it costs to call our team from a Virgin Media home phone, visit virginmedia.com/callcosts Call costs from other networks and mobiles vary.

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